



**Health Services**  
LOS ANGELES COUNTY

June 27, 2011

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[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

*To ensure access to high-quality,  
patient-centered, cost-effective  
health care to Los Angeles County  
residents through direct services at  
HHS facilities and through  
collaboration with community and  
university partners.*



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TO: Each Supervisor

FROM: Mitchell H. Katz, M.D.  
Director

SUBJECT: **REQUEST TO AMEND AN INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER TO  
ASSIST THE DEPARTMENT OF HEALTH SERVICES-  
LAC+USC MEDICAL CENTER TO PLAN,  
IMPLEMENT, MAINTAIN, AND EVALUATE THE  
OPERATING ROOM SCHEDULING OFFICE SYSTEM**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order 03-2281 in order to increase the total maximum dollar amount and extend the Work Order for twelve months. This Amendment will increase the dollar amount by \$240,120 to \$539,120. The objective of this Work Order is to maintain the services of a Consultant to assist the Department of Health Services (DHS), LAC+USC Medical Center to plan, implement, maintain, and evaluate the Operating Room Scheduling Office System (ORSOS).

In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

**BACKGROUND**

ORSOS is a rules-based software system that automatically manages all aspects of surgical services operations including complex scheduling, and resource and inventory management. The Project Manager functions will maximize the use of the system and ensures that the clinical needs of users are met. The Consultant will maintain the system and make software enhancements as required.

The Consultant will act as the Project Manager for the Operating Room Scheduling Office System (ORSOS) which runs on the Per-Se Technologies rules-based software environment residing on a Microsoft Windows platform. This includes acting as a liaison to other hospital departments such as: HIS, Finance, Materials Management, Admitting, Infection Control, and Risk Management.

### **SCOPE OF WORK**

- Manage and perform implementation of enhancements to the ORSOS application currently used by LAC+USC requiring analysis of complex requirements and the creation of project plans and process flow documents.
- Manage and perform all aspects of ORSOS related project elements including; initiation, scope management, time management, cost, risk, and quality management efforts.
- Work with surgical staff, DHS IT, and vendors to define project scope to develop and maintain a project plan, track issues and resolutions, create a risk assessment strategy, and manage the control and execution of the project plan.
- Communicate with the Project Stakeholders to ensure that established project milestones and deliverables are met.
- Manage the operational integrity of the ORSOS application to ensure that service level requirements are met in terms of system availability and response time.
- Manage and perform the development and configuration of screens and reports to resolve issues among the clinical hospital users as needed.
- Perform clinical evaluation of the ORSOS system and make software modifications as needed.
- Manage and perform the installation, coordination and implementation of new releases and modifications to the system.
- Manage and perform the identification and development of training along with training materials.

### **JUSTIFICATION**

DHS lacks the resources, the body of knowledge, and experience levels necessary to implement, maintain, and evaluate the ORSOS system.

LAC+USC plans to have the Consultant transfer knowledge and lessons learned when appropriate Department staff can be hired.

### **FISCAL IMPACT**

Pricing will be based on a time and materials basis and the hourly rate will remain the same. This Amendment will add \$240,120 and increase the existing cost from \$299,000 to a maximum



dollar amount of \$539,120. The funds are currently in the Fiscal Year 2010-2011 LAC+USC IT final budget.

**CLOSING**

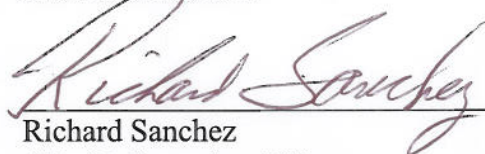
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to proceed with this Work Order. If no objection is received from your Board in ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with the Amendment of this Work Order.


If you have any questions or require additional information, please have your staff contact Mr. Oscar Autelli at (323) 409-6866.

MHK:gc

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Chief Information Office  
Internal Services Department

**REVIEWED BY:**

  
Richard Sanchez  
Chief Information Officer

  
Date